

1/14

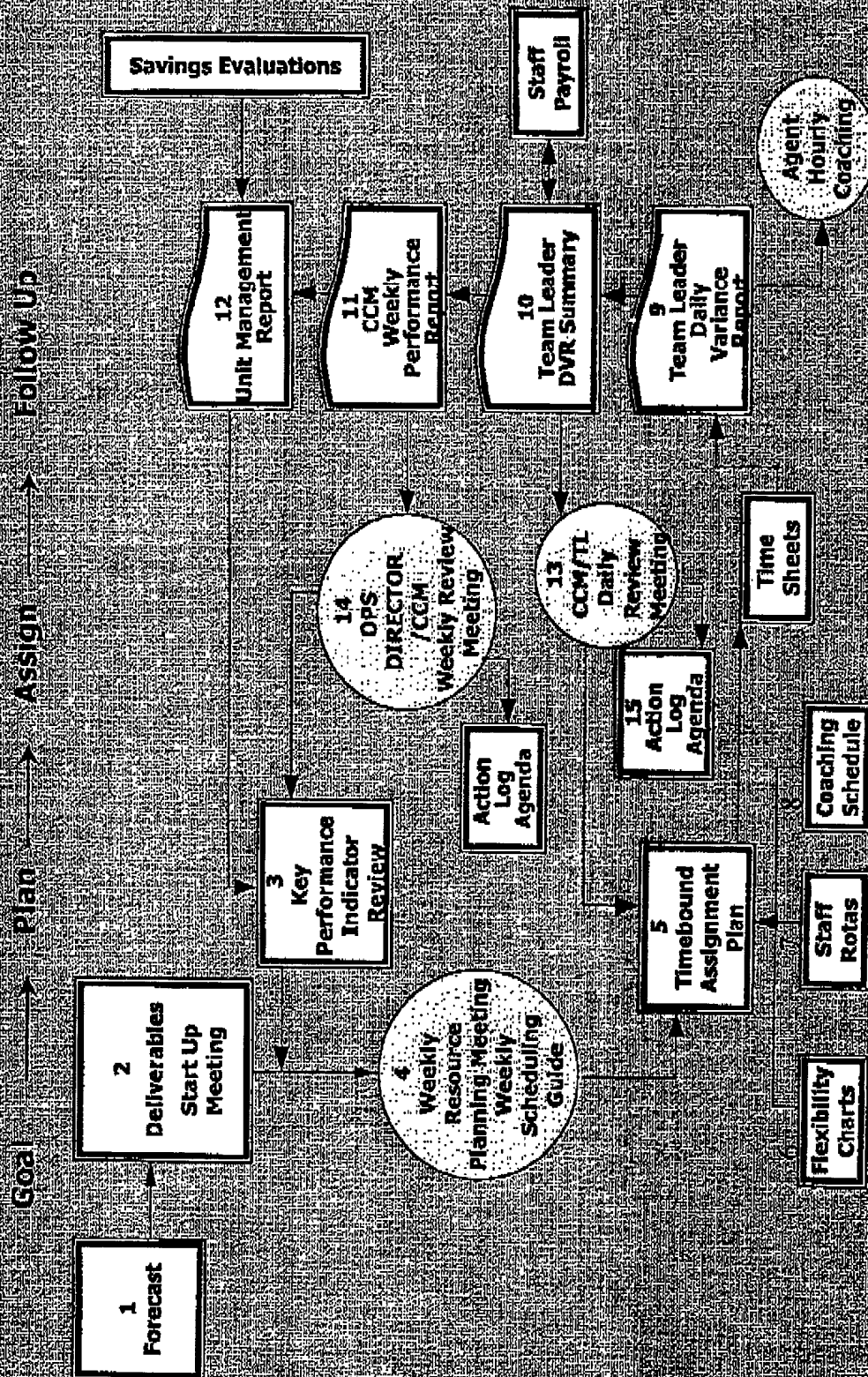


Figure 1

2/14

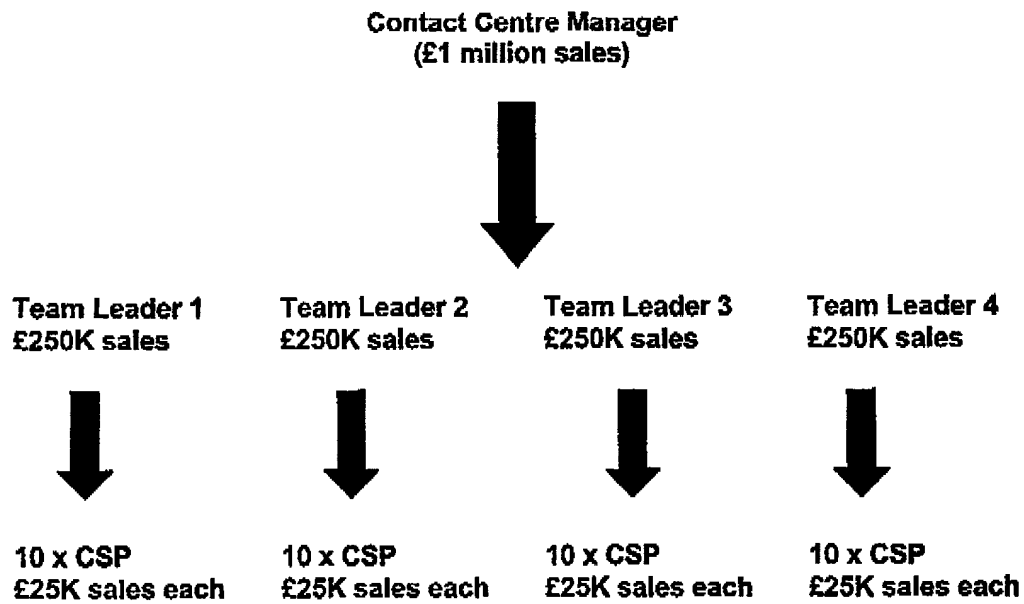


Figure 2

3/14

NAVIG@E Communication Pyramid

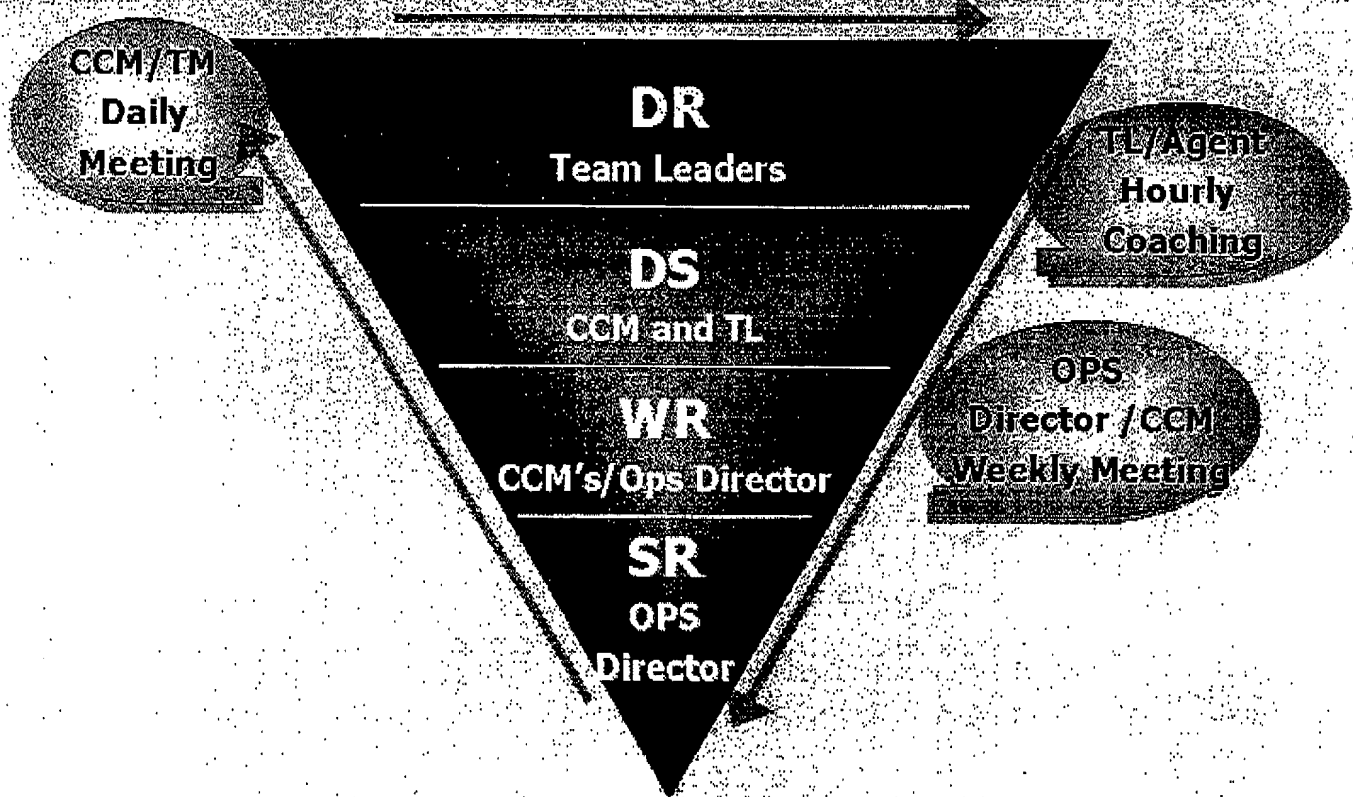


Figure 3

5/14

DAILY REPORT

Agent Name:

Agent No.:

Date:

Page:

Plan	Actual	Variance
Time In (Normal)		
Time Out (Normal)		
Time Breaks (Normal)		
Unpaid Breaks (Normal)		
Perk Net (Normal)		
Productivity		

Activity 1

Activity 2

Activity 3

Activity 4

Activity 5



Time	PLAN					ACTUAL					VARIANCE					VARIANCE / ACTION				
	Hourly	Total	Per	Activity		Hourly	Total	Per	Activity		Hourly	Total	Per	Activity		Hourly	Total	Per	Activity	
07:00	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
08:00																				
09:00																				
10:00																				
11:00																				
12:00																				
13:00																				
14:00																				
15:00																				
16:00																				
17:00																				
18:00																				
Totals																				

Figure 4B

6/14

[illegible]

Figure 5A

7/14

DAILY SUMMARY												
DATE FROM TO												
SHEET	Planned Activity			Productivity			Planned Activity			Productivity		
	Plan	Actual	Variance	Plan	Actual	Variance	Plan	Actual	Variance	Plan	Actual	Variance
Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												
Total												

Figure 5B

8/14

DAILY SUMMARY												
DATE FROM		TO		PROJECT/ACTIVITY			PERIOD/STATUS			PERIOD/STATUS		
SITE				3			4			5		
				Variance			Variance			Variance		
				Actual			Actual			Actual		
				Plan			Plan			Plan		
				Variance			Variance			Variance		
				Actual			Actual			Actual		
				Plan			Plan			Plan		
				Variance			Variance			Variance		
				Actual			Actual			Actual		
				Plan			Plan			Plan		
Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												
Total												

Figure 5C

9/14

DAILY SUMMARY										DATE FROM		TO	
SITE	Subactivity			Priority			To Completion Number			Backlog (hrs)			
	E												
	Plan	Actual	Variance	Plan	Actual	Variance	Plan	Actual	Variance	Plan	Actual	Variance	
Monday													
Tuesday													
Wednesday													
Thursday													
Friday													
Saturday													
Sunday													
Total													

10/14

**Title: DAILY REVIEW MEETING****Date: [Daily]****Time:****Via: Meeting****Meeting called by:**
[CPM name]**Type of meeting:**
Review of the daily performance of operational teams**Attendees:** [TM names]**Please read:****Please bring:** DVR and DVRS

----- Agenda Topics -----		
1.	Review Yesterday's Action Log	
2.	Review Yesterday's Variances	
3.	Review Tomorrow's Plan <ul style="list-style-type: none"> • Call Volume Forecast • Work Volume Forecast • Scheduled Staff 	
4.	Review Staffing Required for Next Week (Thursday only)	
5.	Review Action Log and Sign Off	

Figure 6

12/14

WEEKLY REPORT						
CCM		PREPARED BY				
WEEK ENDING						
SECTION 1: KPI Performance						
	PLAN	ACT.	VAR.	VAR. %	REASONS/ACTION TAKEN	
KPI 1			0.00	#DIV/0!		
KPI 2			0.00	#DIV/0!		
KPI 3			0.00	#DIV/0!		
KPI 4			0.00	#DIV/0!		
KPI 5						

Figure 8A

13/14

WEEKLY REPORT						
COM	PREPARED BY					
WEEK ENDING						
SECTION 2: PRODUCTIVITY						
Activity No. or Name	PLAN	ACT.	VAR.	VAR. %	REASONS/ACTION TAKEN	
Key Activity 1			0.00	#DIV/0!		
Key Activity 2			0.00	#DIV/0!		
Key Activity 3			0.00	#DIV/0!		
Key Activity 4			0.00	#DIV/0!		
Key Activity 5			0.00	#DIV/0!		
Quality Monitoring						
Data Checks						
Fulfillment Returns						
Activity No. or Name						
Key Activity 1	105.00	332.00	0.00	#DIV/0!		
Key Activity 2	80.00		0.00	#DIV/0!		
Key Activity 3	109.00		0.00	#DIV/0!		
Key Activity 4	56.00		0.00	#DIV/0!		
Key Activity 5	100.00		0.00	#DIV/0!		
Training						
Administration						
Total Activity Hours	450.00	332.00				
Activity No. or Name						
Total CSP Paid Hours - FTE	250.00					
Total CSP Paid Hours - Agency Contract	220.00		0.00	#DIV/0!		
Total CSP Paid Hours - (FTE + Agency)	470.00	0.00	0.00	#DIV/0!		
Activity						
Administration						
Quality						
Productivity						
Key Activities 1 - 5	96%	#DIV/0!	#DIV/0!	#DIV/0!		

Figure 8B

14/14

WEEKLY REPORT									
SECTION 3: HR COSTS PER SECTOR									
Job Title	Unit Cost Per Hour	Planned Hours	Actual Hours	Planned Cost	Actual Cost	Variance	Plan %	Actual %	Variance %
Team Leader									
CSP (FTE)									
CSP (Agency)									
Quality									
Trainer									
Other									
SECTION 4: HEAD COUNT AND RETENTION									
		Plan	Actual	Variance					Reasons/Action Taken
Total No of Operational Staff (FTE)									
Total No of Operational Staff (Agency)									
Total									
Total No of New Hires (FTE)									
Total No of New Hires (Agency)									
Total									
Total No of Leavers (FTE)									
Total No of Leavers (Agency)									
Total									
Management (expand as required)									
Total No of Team Leaders									
No. of Team Leaders per CCM									
No. of CSP's per Team Leader									
Retention									
Total CSP absenteeism in hours due to sickness									
Total CSP absenteeism (in hours due to lateness)									

Figure 8C